TRANSFER OF AN INTERNET CHAT SESSION BETWEEN SERVERS

Abstract Of The Disclosure

A customer is transferred from a first Internet chat session on a first server to a second Internet chat session on a second server without the customer having to take any action whatsoever. The second server may be the same server as the first server or may be different from the first server and may be physically located in another city, state, country, or continent. When the need arises to transfer a customer chat to another agent (who may be on another server) the agent requests a transfer and a list of available chat sessions is provided (300) to the agent. If the agent requests a transfer of the customer to one of those available chat sessions then a determination (310) is made as to whether the proposed transfer is permitted. If the transfer is permitted and initiated by the agent, the agent's computer sends all the transfer information as well as a transfer command to the customers browser. The command sent activates a mini-application residing on the customer's browser that seamlessly connects the customer to a new URL for a second chat session. Further, when the transfer is initiated, all or a portion of the information, including documentation, from the first chat session is simultaneously transferred to the second chat session.